

In the Claims:

The claims are as follows:

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1. (Original) A method for characterizing a service provider, comprising the acts of:
- a) gathering information on characteristics of a service provider;
 - b) analyzing the information to provide an outcome;
 - c) generating a report responsive to the outcome; and
 - d) providing the report to at least two clients of the service provider; wherein the acts of analyzing, generating, and providing are performed by a management service.
2. (Original) The method of claim 1, wherein the service provider is an ASP.
3. (Original) The method of claim 1, wherein the service provider is an ISP.
4. (Original) The method of claim 1, wherein the act of providing comprises the act of selling the report.
5. (Original) The method of claim 1, wherein the report comprises hard copy.
6. (Original) The method of claim 1, wherein the report comprises soft copy.
7. (Original) A method for a management service to advise a client of an application service

provider regarding the performance of the application service provider, comprising the acts of:

- a) gathering information on performance of an application service provider;
- b) analyzing the information to provide an outcome;
- c) generating a report responsive to the outcome; and
- d) providing the report to at least two clients of the application service provider; wherein

the acts of analyzing, generating, and providing are performed by a management service.

8. (Original) The method of claim 7, wherein the act of providing comprises the act of selling the report.

9. (Original) The method of claim 7, wherein the report comprises hard copy.

10. (Original) The method of claim 7, wherein the report comprises soft copy.

11. (Original) A method for a management service to advise a client of an application service provider regarding the security of the application service provider, comprising the acts of:

- a) gathering information on security of an application service provider;
- b) analyzing the information to provide an outcome;
- c) generating a report responsive to the outcome; and
- d) providing the report to at least two clients of the application service provider; wherein

the acts of analyzing, generating, and providing are performed by a management service.

12. (Original) The method of claim 11, wherein the act of providing comprises the act of selling the report.

13. (Original) The method of claim 11, wherein the report comprises hard copy.

14. (Original) The method of claim 11, wherein the report comprises soft copy.

B1 15. (Original) A method for a management service to advise a client of an application service provider regarding the availability of the application service provider, comprising the acts of:

a) gathering information on availability of an application service provider;

b) analyzing the information to provide an outcome;

c) generating a report responsive to the outcome; and

d) providing the report to at least two clients of the application service provider; wherein the acts of analyzing, generating, and providing are performed by a management service.

16. (Original) The method of claim 15, wherein the step of providing comprises the act of selling the report.

17. (Original) The method of claim 15, wherein the report comprises hard copy.

18. (Original) The method of claim 15, wherein the report comprises soft copy.

19. (Original) A method for a management service to advise a client of an Internet service provider regarding the performance of the Internet service provider, comprising the acts of:

- a) gathering information on performance of an Internet service provider;
- b) analyzing the information to provide an outcome;
- c) generating a report responsive to the outcome; and
- d) providing the report to at least two clients of the Internet service provider; wherein the

acts of analyzing, generating, and providing are performed by a management service.

B1 20. (Original) The method of claim 19, wherein the act of providing comprises the act of selling the report.

21. (Original) The method of claim 19, wherein the report comprises hard copy.

22. (Original) The method of claim 19, wherein the report comprises soft copy.

23. (Original) A method for a management service to advise a client of an Internet service provider regarding the security of the Internet service provider, comprising the acts of:

- a) gathering information on security of an Internet service provider;
- b) analyzing the information to provide an outcome;
- c) generating a report responsive to the outcome; and
- d) providing the report to at least two clients of the Internet service provider; wherein the

acts of analyzing, generating, and providing are performed by a management service.

24. (Original) The method of claim 23, wherein the act of providing comprises the act of selling the report.

25. (Original) The method of claim 23, wherein the report comprises hard copy.

26. (Original) The method of claim 23, wherein the report comprises soft copy.

27. (Original) A method for a management service to advise a client of an Internet service

provider regarding the availability of the Internet service provider, comprising the acts of:

a) gathering information on availability of an Internet service provider;

b) analyzing the information to provide an outcome;

c) generating a report responsive to the outcome; and

d) providing the report to at least two clients of the Internet service provider; wherein the acts of analyzing, generating, and providing are performed by a management service.

28. (Original) The method of claim 27, wherein the step of providing comprises the act of selling the report.

29. (Original) The method of claim 27, wherein the report comprises hard copy.

Bl 30. (Original) The method of claim 27, wherein the report comprises soft copy.
